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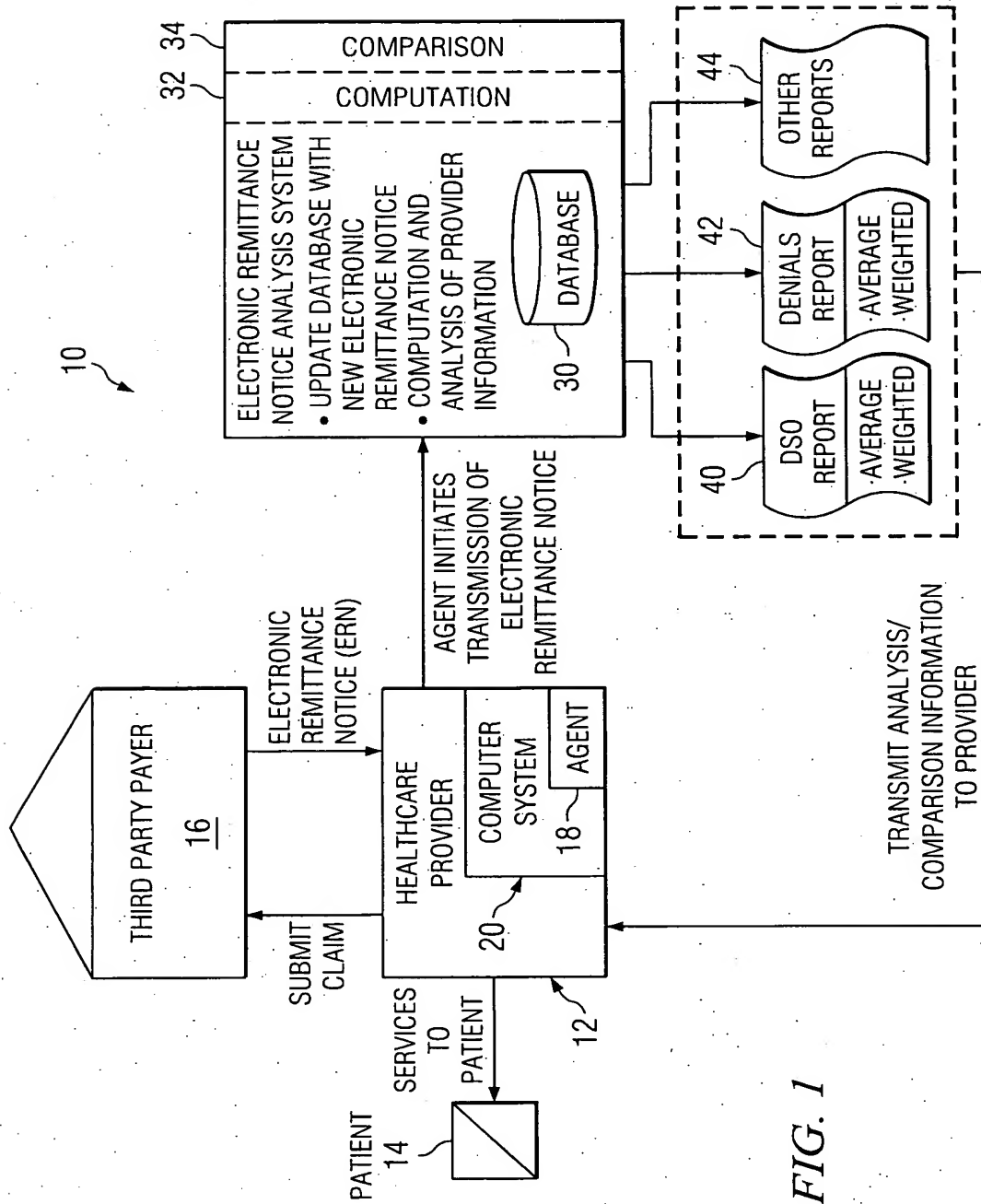


FIG. 1

50

52 ITEM	NATIONAL AVERAGE				
	56 DENIAL RATE	60 WA RATE	62 DSO	64 WA DSO	58 PERCENT OF BILLED
54 1231	20%	1.6%	50	4.0	8%
1232	21%	0.6%	51	1.5	3%
1233	12%	0.6%	39	2.0	5%
1234	13%	0.4%	40	1.2	3%
1235	40%	4.0%	83	8.3	10%
1236	28%	1.7%	60	3.6	6%
1237	23%	1.2%	55	2.8	5%
1238	10%	2.0%	36	7.2	20%
1239	15%	0.3%	43	0.9	2%
1240	11%	0.3%	37	1.1	3%
1241	9%	2.7%	32	9.6	30%
1242	65%	3.3%	100	5.0	5%
66 AVG	22%	18.6%	52	47.1	100%

FIG. 2

ITEM	PROVIDER A					CUSTOM BENCHMARK	
	78	82	84	86	80	92	94
	DENIAL RATE	WA RATE	DSO	WA DSO	PERCENT OF BILLED	DENIAL RATE	DSO
1231	23%	2.5%	53	5.8	11%	2.2%	5.5
1232	19%	1.0%	49	2.5	5%	1.1%	2.6
1233	14%	0.8%	42	2.5	6%	0.7%	2.3
1234	13%	1.0%	40	3.2	8%	1.0%	3.2
1235	37%	4.4%	81	9.7	12%	4.8%	10.0
1236	35%	2.5%	70	4.9	7%	2.0%	4.2
1237	0%	0.0%	0	-	0%	0.0%	0.0
1238	8%	1.4%	34	6.1	18%	1.8%	6.5
1239	18%	0.9%	45	2.3	5%	0.8%	2.2
1240	12%	0.4%	38	1.1	3%	0.3%	1.1
1241	8%	1.2%	31	4.7	15%	1.4%	4.8
1242	63%	6.3%	98	9.8	10%	6.5%	10.0
		98		102		100	104
AVG	21%	22.5%	48	52.6	100%	22.5%	52.3

ITEM	74 PROVIDER B					CUSTOM BENCHMARK	
	DENIAL RATE	WA RATE	DSO	WA DSO	PERCENT OF BILLED	DENIAL RATE	DSO
1231	24%	0.5%	55	1.1	2%	0.4%	1.0
1232	18%	0.4%	45	0.9	2%	0.4%	1.0
1233	12%	0.2%	39	0.8	2%	0.2%	0.8
1234	8%	0.4%	32	1.6	5%	0.7%	2.0
1235	28%	0.8%	62	1.9	3%	1.2%	2.5
1236	33%	2.6%	65	5.2	8%	2.2%	4.8
1237	21%	0.6%	50	1.5	3%	0.7%	1.7
1238	11%	2.2%	36	7.2	20%	2.0%	7.2
1239	12%	1.2%	36	3.6	10%	1.5%	4.3
1240	13%	1.3%	37	3.7	10%	1.1%	3.7
1241	10%	1.0%	33	3.3	10%	0.9%	3.2
1242	52%	13.0%	86	21.5	25%	16.3%	25.0
AVG	20%	24.3%	48	52.2	100%	27.6%	57.1

FIG. 3

114	112	116	118	120	122	124	136	138
		DENIAL RATES BY PROCEDURE					DENIAL RATES	
HCPCS	DESCRIPTION	BILLED	ALLOWED	144 PAID	CLAIMS	DENIALS	CUSTOMER	NATIONAL
E1390	OXYGEN CONCENTRATOR ~142	\$391,230	\$153,125	\$119,828	1,143	474	41.5%	20.6%
E0260	HOSP BED SEMI-ELECTR W/ MATT	\$77,084	\$44,190	\$33,012	518	170	146 32.8%	150 24.2%
E0431	PORTABLE GASEOUS O2	\$77,488	\$23,423	\$16,864	1,153	496	43.0%	23.8%
B4150	ENTERAL FORMULAE CATEGORY I	\$52,992	\$18,171	\$14,285	96	23	24.0%	24.8%
B4035	ENTERAL FEED SUPP PUMP PER D	\$33,139	\$17,936	\$13,877	88	23	26.1%	25.5%
K0001	STANDARD WHEELCHAIR	\$40,022	\$13,238	\$9,566	722	380	52.6%	28.3%
E0163	COMMUNE CHAIR STATIONRY FXD	\$18,172	\$12,099	\$9,404	156	45	28.8%	30.9%
E0135	WALKER FOLDING ADJUST/FIXED	\$18,254	\$11,094	\$8,575	210	64	30.5%	29.0%
A4253	BLOOD GLUCOSE/REAGENT STRIPS	\$40,057	\$11,312	\$8,006	276	95	34.4%	15.6%
B4199	PARENTERAL SOL > 100GM PROTE	\$13,106	\$7,936	\$6,349	5	0	0.0%	46.2%
L8030	BREAST PROSTHESIS SILICONE/E	\$7,026	\$6,306	\$5,045	24	0	0.0%	18.0%
J7644	IPRATROPIUM BROM INH SOL U D	\$17,345	\$5,949	\$4,759	37	8	21.6%	12.9%
B4154	ENTERAL FORMULAE CATEGORY IV	\$8,973	\$5,626	\$4,501	13	3	23.1%	33.7%
E0630	PATIENT LIFT HYDRAULIC	\$7,355	\$4,868	\$3,472	78	14	17.9%	17.0%
J7619	ALBUTEROL INH SOL U D	\$8,310	\$4,329	\$3,209	42	10	23.8%	12.7%
B4197	PARENTERAL SOL 74-100GM PRO	\$4,588	\$3,760	\$3,008	4	1	25.0%	42.0%
B9002	ENTERAL INFUSION PUMP W/ ALA	\$17,521	\$3,694	\$2,938	47	13	27.7%	44.8%
E0277	POWERED PRES-REDU AIR MATTRS	\$6,922	\$3,480	\$2,702	8	2	25.0%	60.4%
B4152	ENTERAL FORMULAE CATEGORY II	\$9,132	\$3,436	\$2,633	23	6	26.1%	23.5%
K0002	STND HEMI (LOW SEAT) WHLCHR	\$9,288	\$3,233	\$2,374	105	51	48.6%	22.9%

FIG. 4a

TO FIG. 4b

FROM FIG. 4a

L8000	MASTECTOMY BRA	\$4,334	\$2,848	\$2,223	82	7	8.5%	15.6%
E0155	WALKER WHEEL ATTACHMENT, PAIR	\$4,490	\$2,623	\$2,046	106	21	19.8%	25.7%
E0570	NEBULIZER WITH COMPRESSION	\$11,659	\$2,429	\$1,720	230	77	33.5%	17.8%
E0607	BLOOD GLUCOSE MONITOR HOME	\$7,817	\$1,951	\$1,532	64	35	54.7%	30.4%
E0192	PAD WHEELCHR LOW PRESS/POSIT	\$5,167	\$1,917	\$1,504	10	5	50.0%	46.7%
E0255	HOSPITAL BED VAR HT W/ MATT	\$3,576	\$1,801	\$1,373	24	3	12.5%	15.2%
B4186	PARENTERAL SOL LIPIDS 20%	\$4,902	\$1,530	\$1,224	11	3	27.3%	42.6%
B4224	PARENTERAL ADMINISTRATION KI	\$2,836	\$1,487	\$1,189	12	2	16.7%	33.2%
A4259	LANCETS PER BOX	\$2,630	\$1,573	\$1,162	196	65	33.2%	16.0%
A4623	TRACHEOSTOMY INNER CANNULA	\$1,539	\$1,444	\$1,155	15	1	6.7%	40.3%
B9006	PARENTERAL INFUS PUMP STATIO	\$5,400	\$1,417	\$1,134	9	5	55.6%	55.6%
E0439	STATIONARY LIQUID 02	\$5,150	\$1,378	\$1,103	12	6	50.0%	24.5%
E0776	IV POLE	\$3,465	\$1,370	\$1,091	77	18	23.4%	35.4%
E0600	SUCTION PUMP PORTAB HOM MODL	\$2,505	\$1,380	\$1,079	54	17	31.5%	26.6%
OTHERS		\$169,519	\$16,066	\$12,016	1,363	855	62.7%	35.9%
CUSTOMER GRAND TOTAL:		\$1,092,994 126	\$398,417 128	\$305,955 130	7,013 132	2,998 134	33.1% 140	23.3% 148
NATIONAL GRAND TOTAL:		\$51,258,777 152	\$25,611,863	\$18,998,760	354,913	101,242		

FIG. 4b

114		112		116		AVERAGE DSO 120		122		156		158	
						BY HCPCS							
HCPCS	DESCRIPTION	BILLED	162 PAID	CLAIMS	AVERAGE DSO								
					CUSTOMER	NATIONAL							
E1390	OXYGEN CONCENTRATOR ~168	\$229,551	\$119,828	669	74	63							
E0260	HOSP BED SEMI-ELECTR W/ MATT	\$51,828	\$33,012	348	79	78							
E0431	PORTABLE GASEOUS O2	\$42,590	\$16,864	657	74	70							
B4150	ENTERAL FORMULAE CATEGORY I	\$40,962	\$14,285	73	62	116							
B4035	ENTERAL FEED SUPP PUMP PER D	\$25,841	\$13,877	65	75	117							
K0001	STANDARD WHEELCHAIR	\$19,025	\$9,566	342	101	85							
E0163	COMMUNE CHAIR STATIONRY FXD	\$12,904	\$9,404	111	81	115							
E0135	WALKER FOLDING ADJUST/FIXED	\$12,706	\$8,575	146	82	92							
A4253	BLOOD GLUCOSE/REAGENT STRIPS	\$27,131	\$8,006	181	87	56							
B4199	PARENTERAL SOL > 100GM PROTE	\$13,106	\$6,349	5	148	135							
L8030	BREAST PROSTHESIS SILICONE/E	\$7,026	\$5,045	24	136	94							
J7644	IPRATROPIUM BROM INH SOL U D	\$13,069	\$4,759	29	25	47							
B4154	ENTERAL FORMULAE CATEGORY IV	\$8,051	\$4,501	10	60	126							
E0630	PATIENT LIFT HYDRAULIC	\$6,032	\$3,472	64	48	64							
J7619	ALBUTEROL INH SOL U D	\$4,605	\$3,209	32	25	46							
B4197	PARENTERAL SOL 74-100GM PRO	\$3,911	\$3,008	3	205	94							
B9002	ENTERAL INFUSION PUMP W/ ALA	\$12,840	\$2,938	34	82	137							
E0277	POWERED PRES-REDU AIR MATTRS	\$5,166	\$2,702	6	124	148							
B4152	ENTERAL FORMULAE CATEGORY II	\$8,328	\$2,633	17	44	113							
K0002	STND HEMI (LOW SEAT) WHLCHR	\$5,265	\$2,374	54	87	89							

FIG. 5a

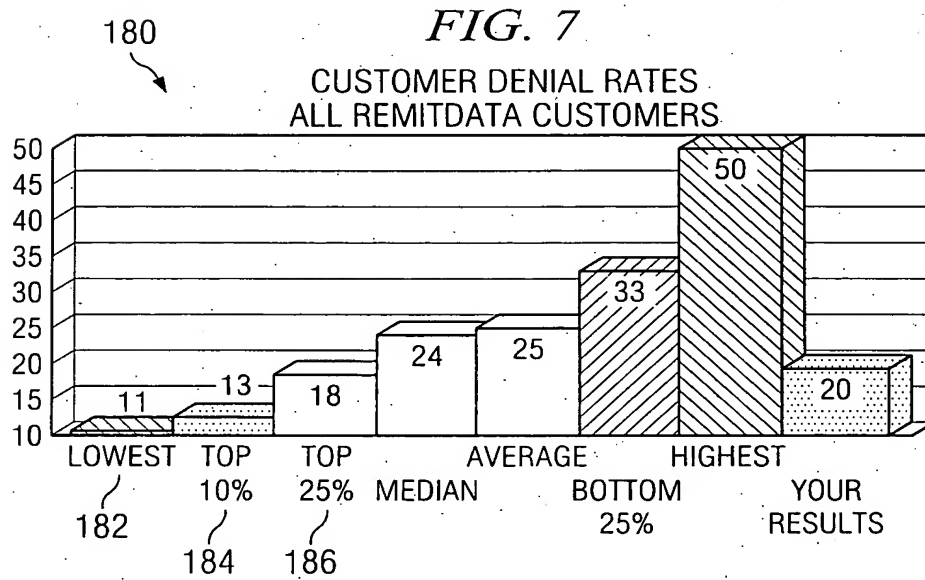
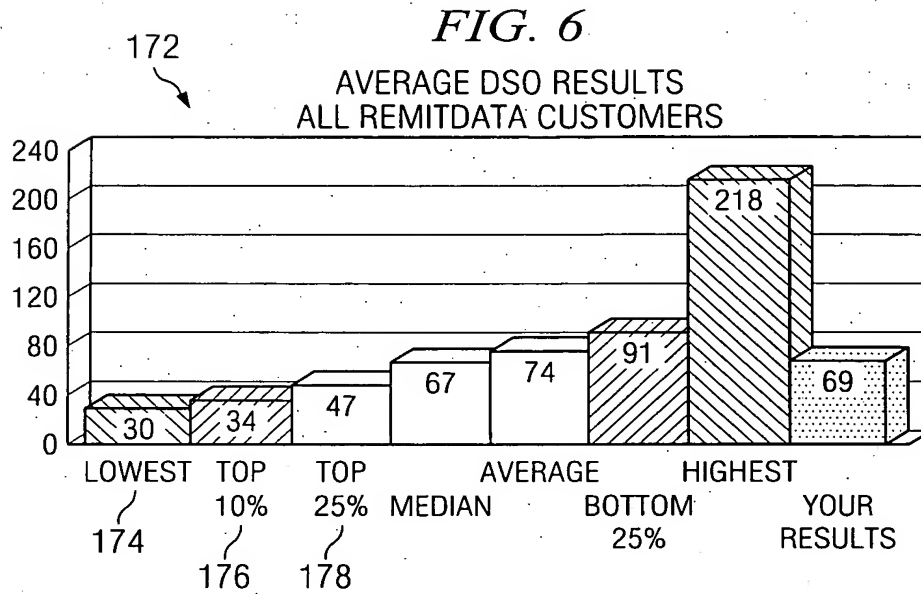
TO FIG. 5b

FROM FIG. 5a

L8000	MASTECTOMY BRA	\$3,920	\$2,223	75	119	81
E0155	WALKER WHEEL ATTACHMENT, PAIR	\$3,489	\$2,046	85	61	87
E0570	NEBULIZER WITH COMPRESSION	\$6,639	\$1,720	153	82	48
E0607	BLOOD GLUCOSE MONITOR HOME	\$3,575	\$1,532	29	100	121
E0192	PAD WHEELCHR LOW PRESS/POSIT	\$2,372	\$1,504	5	134	145
E0255	HOSPITAL BED VAR HT W/ MATTR	\$3,128	\$1,373	21	99	73
B4186	PARENTERAL SOL LIPIDS 20%	\$3,668	\$1,224	8	160	108
B4224	PARENTERAL ADMINISTRATION KI	\$2,836	\$1,189	10	176	83
A4259	LANCETS PER BOX	\$1,723	\$1,162	131	96	57
A4623	TRACHEOSTOMY INNER CANNULA	\$1,473	\$1,155	14	101	84
OTHERS		\$44,078	\$16,422	614	115	103
CUSTOMER GRAND TOTAL:		626,836	305,955	4,015	82	81
			164		160	166
NATIONAL GRAND TOTAL:		35,776,734	18,998,760	253,671		
		170 →				

FIG. 5b





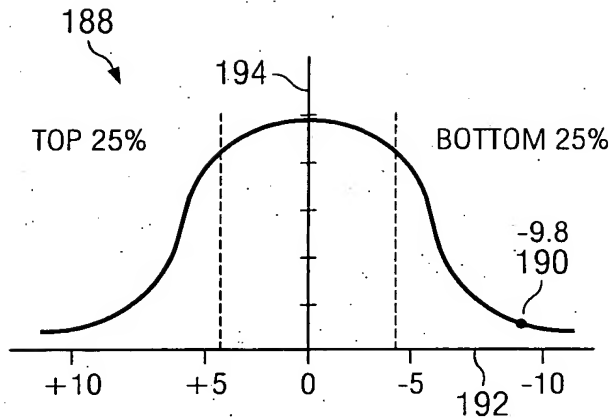


FIG. 8a

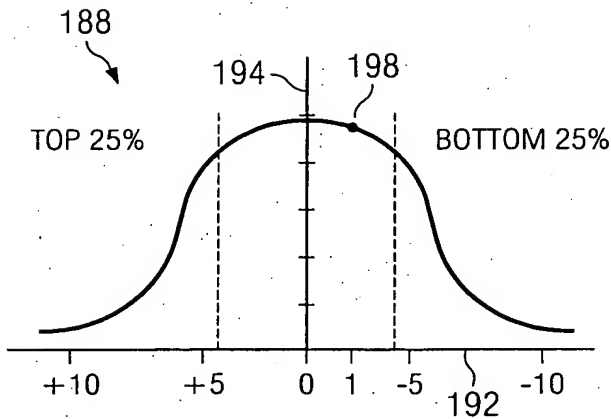


FIG. 8b

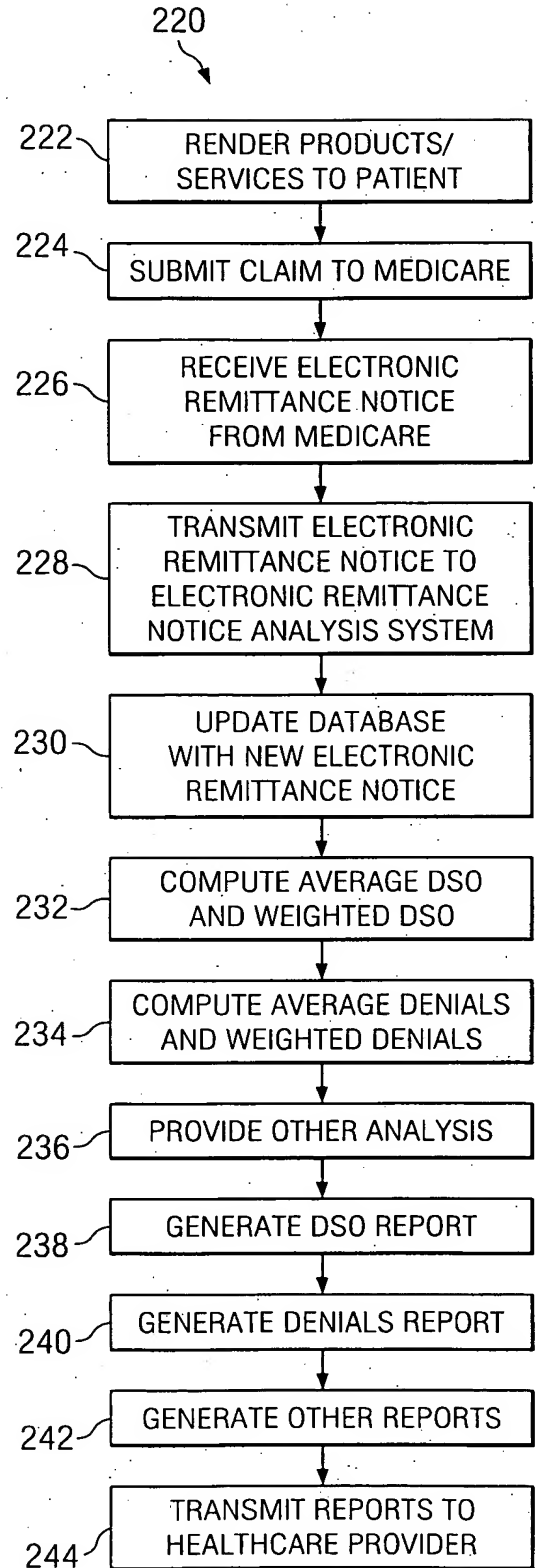


FIG. 9

# DSO PERFORMANCE EQUALIZER

% VARIANCE FROM CUSTOM NATIONAL AVERAGE

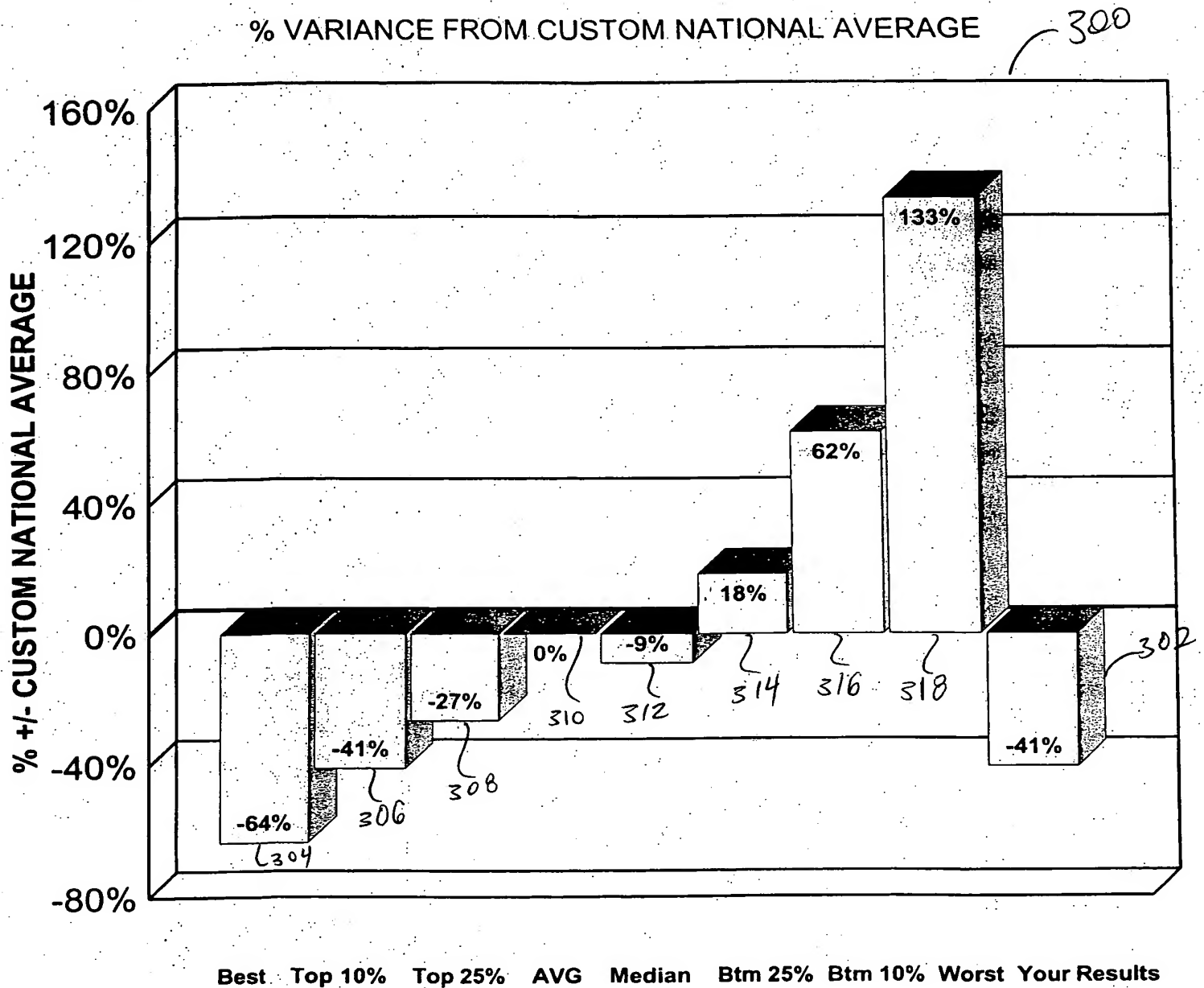


FIG 10a

# DENIAL RATE PERFORMANCE EQUALIZER

% VARIANCE FROM CUSTOM NATIONAL AVERAGE

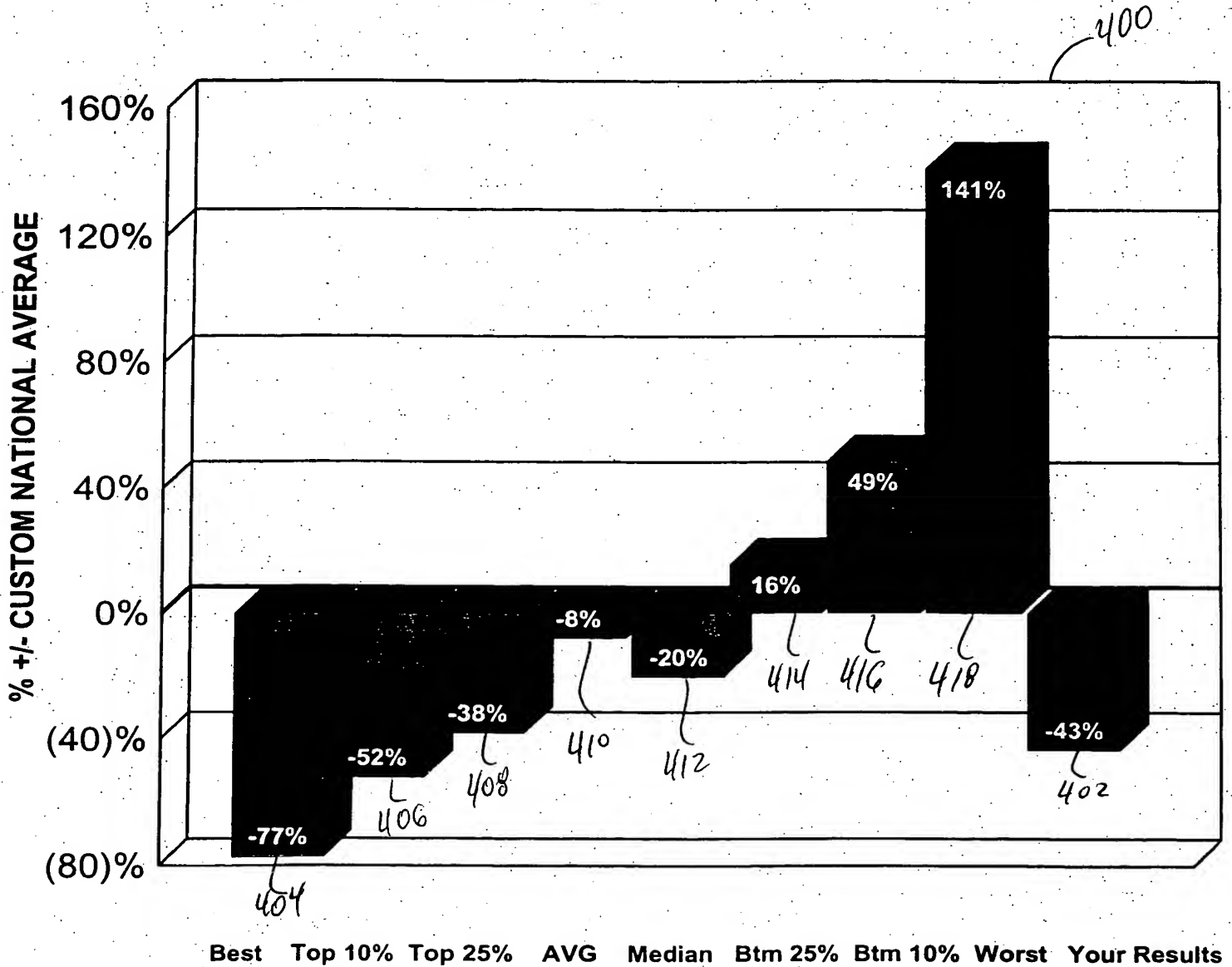


FIG 10b

# COMPOSITE EQUALIZER

WEIGHTED 75% FOR DENIAL RATES AND 25% FOR DSO

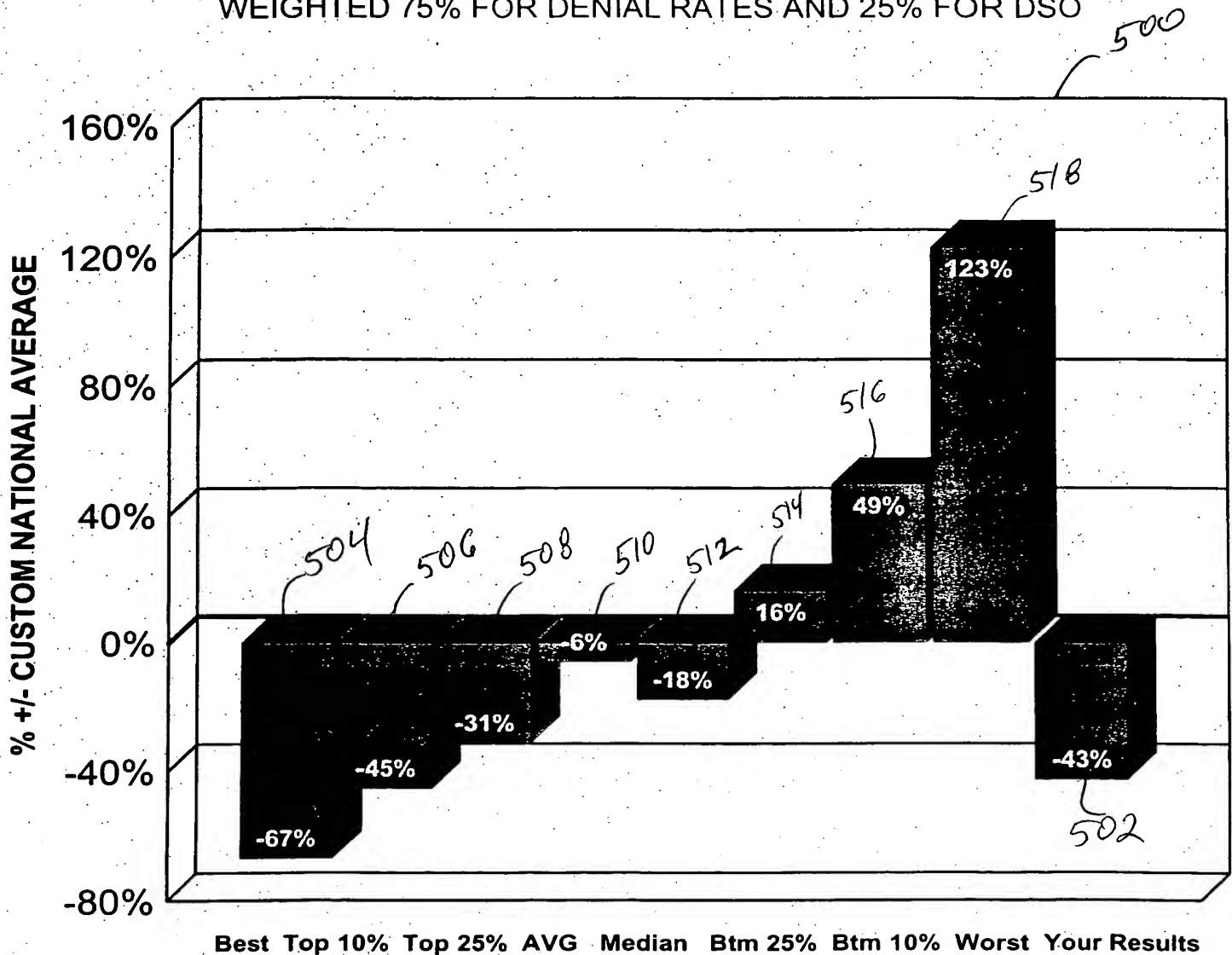


FIG 10c